XMA

HOME ACCESS
APPROVED SUPPLIER
NEXT GENERATION LEARNING

User Guide

Samsung R519 Notebook

HOME ACCESS BUNDLE

Contents

– Please read these before using your laptop. Understanding these terms will make setting up your laptop easier.

www.xma4ha.co.uk

Section 1: *What should I receive in the box?*

With your laptop you should find the following items:

1. A mains lead and adaptor
2. Back pack
3. Mouse
4. Instruction manual for laptop

If you have ordered a full hardware and connectivity bundle you should also receive the following items:

5. Mobile Broadband USB stick 150 (item **1** on **Fig. 1**). This is a 3G stick containing a pre-configured SIM card. Please see note 1.
6. T-Mobile stick instruction booklet (item **2** on **Fig. 1**).
7. Mobile Broadband stick skins (item **3** on **Fig. 1**).

Please note: if you have not got all the items you should have, please contact our customer services team on **0115 846 4656**.

Note 1: You will only receive this stick if you have ordered the full Home Access bundle i.e. laptop and connectivity. If you have ordered the hardware only bundle you will not receive this stick.

Fig. 1 Connectivity items

Section 2: **IMPORTANT NOTES TO READ BEFORE USING COMPUTER**

Power up

When setting up your laptop, we strongly advise you plug your laptop in rather than relying on battery power. If you do not do this and your battery power runs out you may have to re-do some of your set-up.

Due to the nature of the e-safety software installed on your system, and in order to protect you from unacceptable content, you will experience a delay when starting your machine and then connecting to the internet, after start up, as communication takes place between your new computer and the internet. During this period, you will not be able to access any websites until the communication has ended. Please be patient with this process – it is not a technical fault, and cannot be rectified by our helpdesk support team.

2.1 E-safety advice

The internet is such an important part of children's lives these days. It opens up so many educational and social opportunities, giving them access to, quite literally, a world of information and experiences.

Whether on a computer at school, a laptop at home, a games console or mobile phone, children and young people are increasingly accessing the internet whenever they can and wherever they are.

As you would protect your child in the real world, you will want to make sure that they are safe whatever they are doing. Like learning to cross the road, online safety skills are skills for life. If your child understands the risks and can make sensible and informed choices online, they can get the most from the internet and stay safe whilst doing so – particularly from those people who might seek them out to harm them.

So, how can you protect your child online?

We have setup this computer to give protection to your child's internet browsing using Net Intelligence – allowing you to manage what your child can do on the computer. You can dictate which websites your child can visit and when.

The tools we have provided aren't entirely foolproof however, and it still requires that you get involved with your child to ensure that they remain safe.

We recommend that you have a look at a website such as: **www.thinkuknow.co.uk** which gives good advice on general internet safety as well providing further information and guides to support your family.

2.2 Content lock

As part of your connectivity package, T-Mobile have developed a content lock system to help prevent under 18s from accessing unmoderated and 18-rated material. T-Mobile content lock is installed on your T-Mobile Mobile Broadband USB stick – so should an under 18 use T-Mobile connectivity in another computer, filtering will still be provided.

This service is provided free of charge, in addition to the NetIntelligence software, which is installed on the computer you have purchased from XMA. This gives you total protection in all eventualities however should you choose to, content lock can be removed.

What material does it block?

Content lock prevents access to 18-rated material and unmoderated content from the internet and T-Zones as well as third party short codes.

18-rated material means content involving gambling, dating, visual material of a sexual nature, adult only content.

Content lock also prevents access to unmoderated content which means social networking sites, user generated content, chat rooms

How to remove content lock

If you're over 18, you can remove content lock in 2 minutes – T-Mobile just need your credit card details or name and address so they can verify your age (it won't cost you anything).

You can confirm your age by:

• Trying to access a blocked site and entering your details when asked.

or

• Visiting a T-Mobile store to have content lock removed.
  You must have one of the following to prove your age:

  - PASS card
 - Driving license
  - Passport

Section 3: *Setting up your new computer*

The following instructions will allow you to quickly and easily setup your new Home Access (HA) computer bundle. Please take the time to read these instructions.

3.1 How do I connect and start-up my computer?

1. Connect the mains lead into the AC adaptor as shown in **Fig. 2** and then plug the mains lead into the wall socket.

Fig. 2
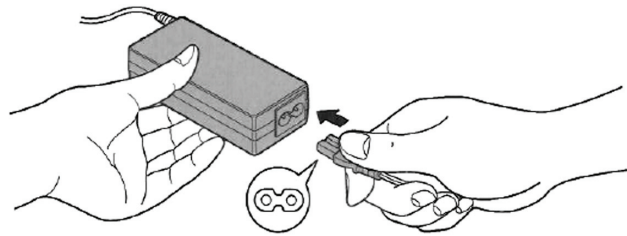
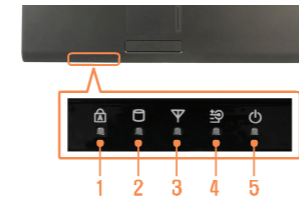**2.** Connect the AC adapter to the computer as shown in **Fig. 3**. For your reference the AC socket is on the left hand side of the laptop. Switch on the power at the wall socket.

Fig. 3

1	Security Lock Port ⊖⊖	You can connect a Kensington lock to the Security Lock Port to prevent the computer from being stolen.
2	DC Jack ⊕⊛⊕	A jack to connect the AC adapter that supplies power to the computer.
3	Monitor Port ▢	A port used to connect a monitor, TV or projector supporting a 15pin D-SUB interface.
4	Fan Vents	The internal heat of the computer is emitted through these holes. **!** If the vents are blocked the computer may overheat. Avoid blocking the vents as this may be dangerous.
5	USB Port ⊷	You can connect USB devices to the USB port such as a keyboard/mouse, digital camera, etc.
6	Wired LAN Port 品	Connect the Ethernet cable to this port.
7	Microphone Jack 🖉	A jack used to connect the microphone.
8	Headphone Jack ∩	A jack used to connect the headphones.
9	Multi Card Slot (Optional) ▱	A card slot that supports SD Card, SDHC, and MMC cards.

3. The DC IN light on the system indicators will glow green. If the AC adaptor is either faulty, not connected or not switched on at the wall socket then no light will be shown.

1	Caps Lock	This turns on when the Caps Lock key is pressed allowing capital letters to be typed without holding the Shift button down.
2	HDD/ODD	This turns on when the hard disk is or ODD being accessed.
3	Wireless LAN	This turns on when the wireless LAN is operating.
4	Charge Status	This shows the power source and the battery charge status. **Green:** When the battery is fully charged or the battery is not installed. **Red:** When the battery is being charged. **Off:** When the computer is running on battery power without being connected to AC adapter.
5	Power	This shows the computer operating status. **On:** When the computer is operating. **Blinks:** When the computer is in Sleep mode.

10 Simple steps to look after your new laptop

1. Keep all liquids away from your laptop.

2. Keep food away from your laptop. Crumbs can fall between the keys and invite bugs that may hibernate in your laptop and also the keys will not function correctly.

3. Always have clean hands when using your laptop. Having dirty or greasy hands can cause the keys to wear down quicker and can cause disruption to the touchpad.

4. Protect your LCD screen, do not place items on your keyboard as people often forget they have put them there and then close the lid. In most cases this will crack the screen.

5. Hold and lift the laptop by the base and not the screen, carrying it by the screen can cause damage to the hinges and too much pressure on the screen can cause it to crack.

6. Do not pull on the power cord; tugging it can cause internal damage. Make sure the cable is not obstructing pathways to prevent accidents such as tripping.

7. Always remember to look at the symbol on the laptop when plugging accessories in such as a mouse etc. Plugging cables into the wrong port can damage the ports.

8. Do not leave your laptop in sight of windows. Make sure they are locked out of sight.

9. When carrying/transporting the laptop always keep it in the carry case provided, this will prevent damage to it.

10. Protect your laptop from high/low temperatures, for example using it next to a fire or putting it on top or next to a radiator.

REMEMBER, YOUR LAPTOP AND ACCESSORIES ARE ONLY COVERED BY THE MANUFACTURER'S WARRANTY IF THEY ARE FAULTY.

IF DAMAGE, EVEN ACCIDENTAL DAMAGE HAPPENS THROUGH MISUSE/NEGLECT, YOU WILL HAVE TO PAY FOR ANY REPAIR.

3.2 How do I connect to the internet?

1. Plug the T-Mobile USB stick into the USB port in the laptop as shown in **Fig. 4**.

Fig. 4

1	Security Lock Port ⊶	You can connect a Kensington lock to the Security Lock Port to prevent the computer from being stolen.
2	DC Jack ⊕⊙⊕	A jack to connect the AC adapter that supplies power to the computer.
3	Monitor Port ▭	A port used to connect a monitor, TV or projector supporting a 15pin D-SUB interface.
4	Fan Vents	The internal heat of the computer is emitted through these holes. **!** If the vents are blocked the computer may overheat. Avoid blocking the vents as this may be dangerous.
5	USB Port ⟜	You can connect USB devices to the USB port such as a keyboard/mouse, digital camera, etc.
6	Wired LAN Port 品	Connect the Ethernet cable to this port.
7	Microphone Jack 🎤	A jack used to connect the microphone.
8	Headphone Jack ⌂	A jack used to connect the headphones.
9	Multi Card Slot (Optional) ⊏⊐	A card slot that supports SD Card, SDHC, and MMC cards.

Please note: Your dongle also has a microSD card slot. This means the dongle can be used as a USB memory stick if you insert a microSD card into the slot. MicroSD card is not supplied with your Home Access bundle .

2. Power on the laptop **(see Fig. 5)**.

Fig. 5

The laptop will now load and launch Microsoft Windows 7 and you will be presented with the login screen. This is the Windows 7 screen with two icons – one that says 'Learner' and one that says 'Parent'.

3 . Click on Learner – this is the account for any users to use. See section 4.1 for more details on Account types. Once you are logged in you will see the following screen:

**Congratulations you have now set up your computer and it is ready for use!**

3.3 Connecting to the internet

**When setting up for connecting to the internet for the first time:**

1. Log in under the Parent account. Insert your T-Mobile stick into a USB port. Please wait approximately 15 seconds whilst the laptop detects the stick. You will hear some beeps whilst detection is in progress.
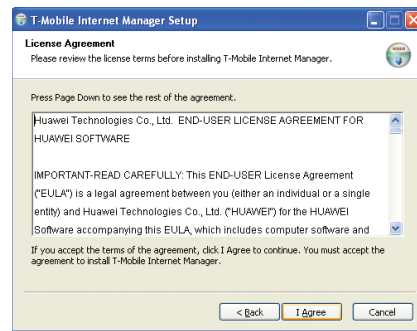
Click 'Run Autorun Exe.'

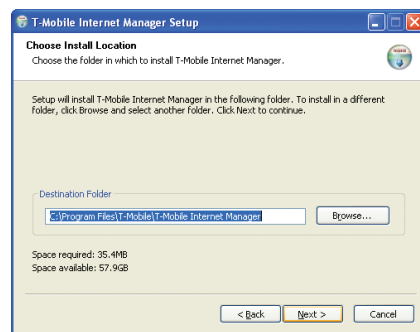The following screen will appear, click Next.
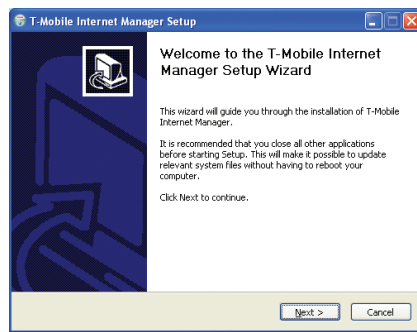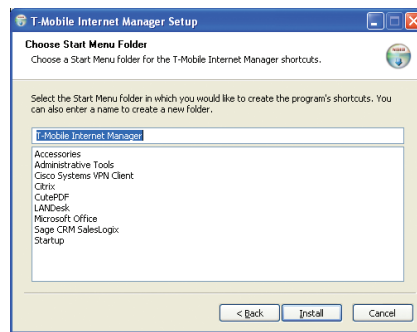
2. Select T-Mobile UK and click Next
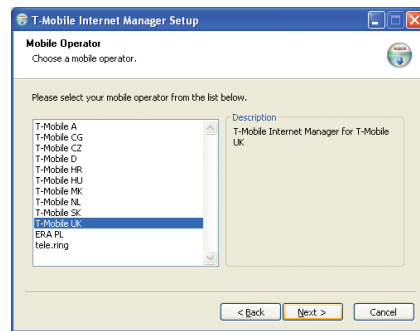
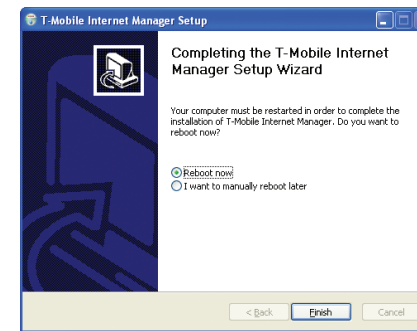**3.** Select 'I Agree'

4. Select T-Mobile UK and click Next

5. Click on 'Install'

6. Click on 'Finish' You will now reboot, and should restart, logging in again as 'Parent'

When you follow the steps below to connect to the internet (for subsequent use), the first time you do this, you will be shown the following screen:

Click on 'Public Network'

Then click 'Close'

You will now be able to launch Internet Explorer and browse the internet.

With first use of your T-Mobile stick, you will be redirected to a T-Mobile activation page and will need to activate your stick before you can browse freely.

For subsequent use:

1. Insert your T-Mobile stick into a USB port. Please wait approximately 15 seconds whilst the laptop detects the stick. You will hear some beeps whilst detection is in progress.

2. The T-Mobile Internet Manager application should launch by default, if it does not double click the T-Mobile Internet Manager icon on the desktop.

3. Once launched, the T-Mobile Internet manager application will look like the screen shot on the next page:
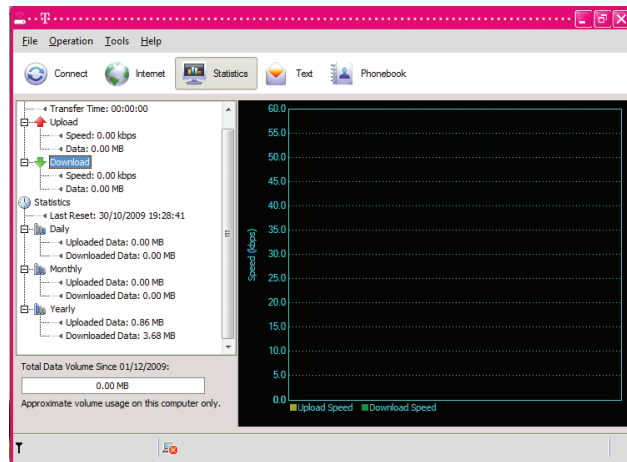
Click the connect button to connect to T-Mobile. Once connected the Connect button will change to disconnect.

4. You will now be able to launch Internet Explorer and browse the internet.

5. When ready to disconnect, open the T-Mobile Internet Manager and click the Disconnect button. Once disconnected you can remove your T-Mobile stick.

Mobile Connectivity Allowance/Fair Usage Policy

If your home access package includes Mobile Broadband you'll always be able to browse the internet. Browsing means looking at websites and checking your web based email (like hotmail), but not watching videos or downloading files. We do have a fair use policy (2GB each month) but ours means that you'll always be able to browse the internet, it's only when you go over your fair use amount that during peak times you won't be able to download, stream and watch video clips.

3.4 What software is installed on my computer?

• Microsoft Office - word processor, spreadsheet and presentation software

• Paint.Net - picture editing software, ideal for retouching photos

• Windows Security Essentials - Anti-virus and Firewall

• Net Intelligence - E-safety protection. Restrict users from accessing inappropriate material. Fully customisable.

• Know IT all for Parents - Interactive video guide to the internet

4.1 Setting up the Parent account

Your computer has two accounts already set up – the Parent account and the Learner account. The Learner account is the account for any users to use. The Parent account password should be changed at first use. This is essential to ensure the e-safety of other users (see section 2.2).
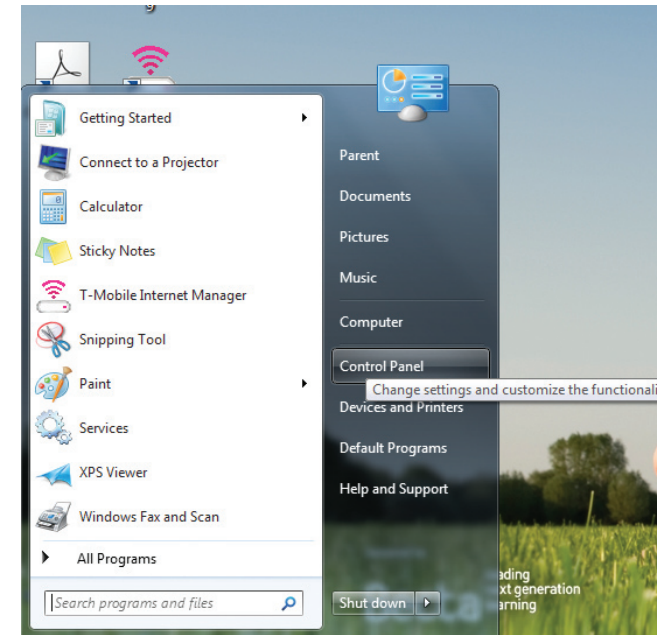
Follow these instructions to change the Parent account password:

1. Click on the Parent account at the login screen.

2. Enter the default password which is **xmahaadmin** (**please note**: this password is case sensitive, so ensure you do not type any capital letters).

3. Click the Start Icon in the bottom left hand corner of the desktop, and from here select Control Panel

4. From the Control Panel, select User Accounts and Family Safety (see next page)

5. Select Change your Windows password (see below)
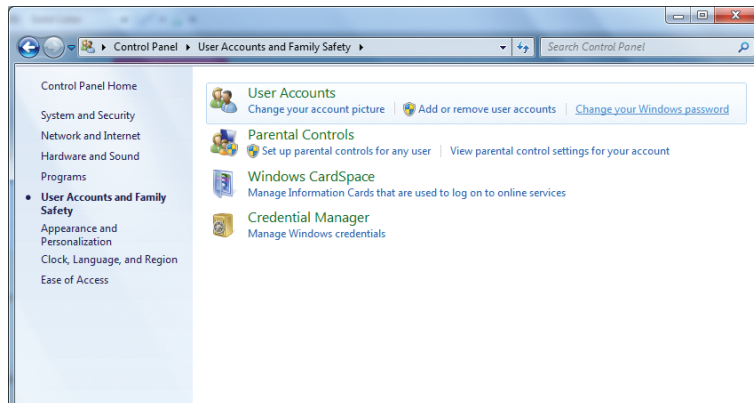
6. Select Change your password
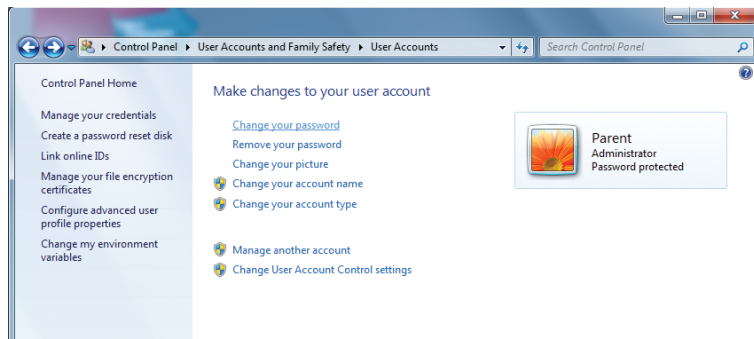
7. Enter the current password (xmahaadmin) and then enter the new password, and click 'Change password' to complete.
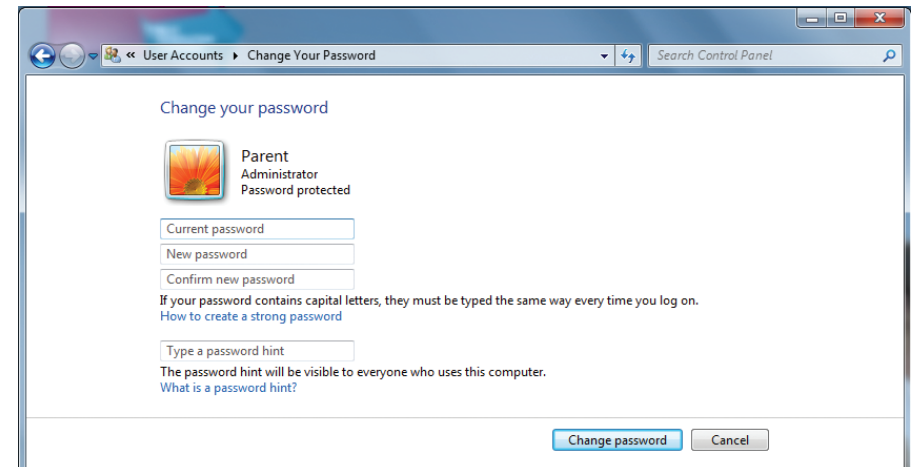
Please remember:

If your password is lost, it will restrict your ability to recover your machine to factory settings.

4.2 Net Intelligence

To activate your Net Intelligence software, double click on the NI icon on your desktop, while connected to the internet:

1. This will cause a browser window to open, as below:

2. Choose a user name and password, and enter the activation key from the enclosed Activation Codes sheet.

3. Click 'Create account'. You will now see this screen:

4. Enter your chosen Username and password. (From this screen you will also be able to open the Net Intelligence user guide). You will now see this screen:
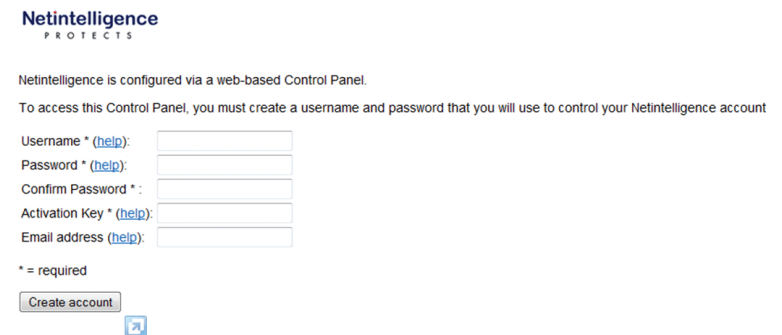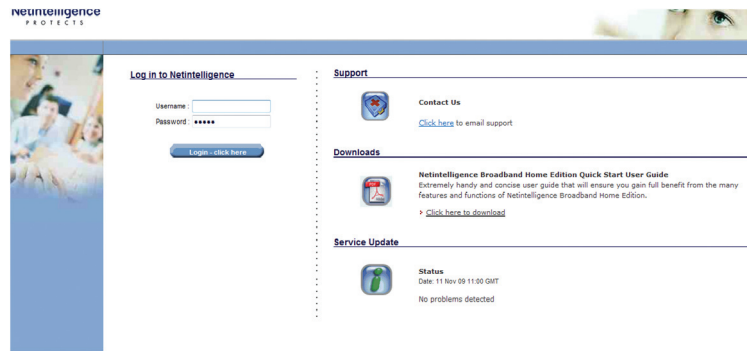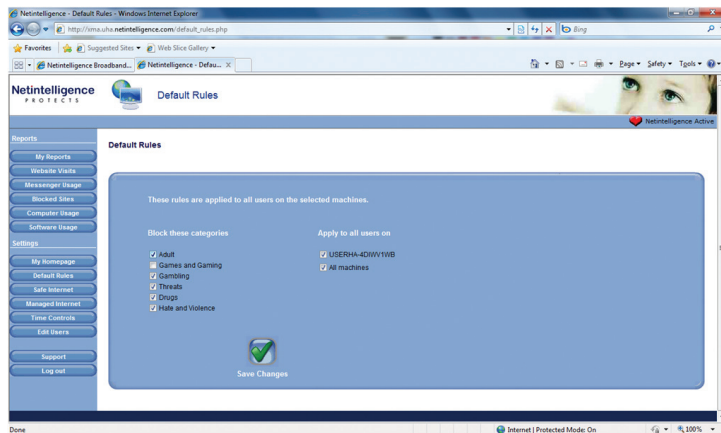

In this area you will be able to add and remove broad categories to be blocked, or specific websites.

4.3 Security Essentials Anti-Virus

Security Essentials is always running, protecting your computer. It will automatically update. However, should you wish to access it features, or force a scan, double click on the Security Essentials icon.

1. Select the 'Update' tab, and click 'Update'
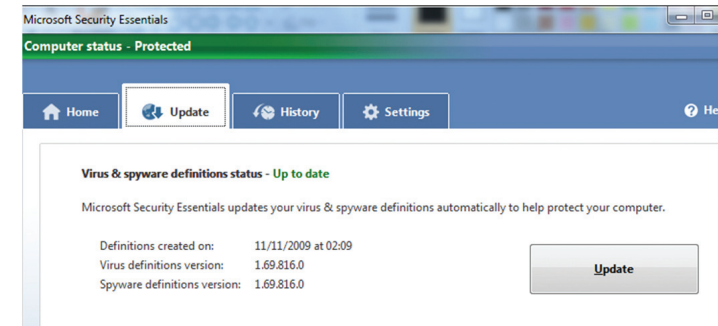
2. This process may take some time, as it is downloading any and all update to ensure maximum protection for your computer.

3. As it is updating, you will see:
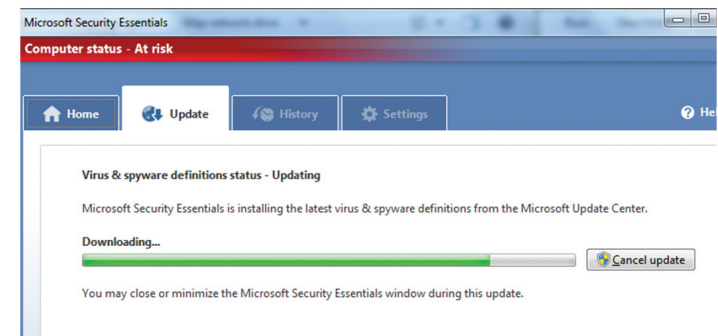
4. To initiate a scan, click on the 'Home' tab, and click 'Scan now'
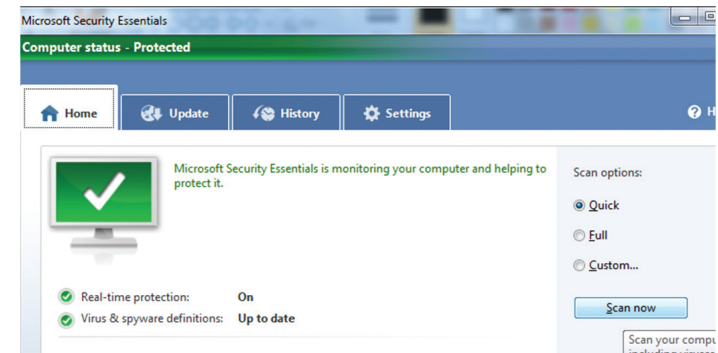
Section 5: *Further help and support*

5.1 How do I action a system recovery?

If you are having severe problems with your computer and you want to restore your computer to its original settings, please follow these instructions.

Please note:

If you follow these instructions to action a system recovery, you will lose all your files and data.

1. Start up computer

2. Press F8 to enter **Advanced Boot Options** when you see the Toshiba screen

3. Select **Repair Your Computer**

4. When prompted for your keyboard input method, select **United Kingdom** and click Next

5. Select the **parent account** and enter password : xmahaadmin

6. Select **System Image Recovery**

7. Ensure the **Use the latest available system image** is selected and click Next

8. When presented with the **choose additional restore options** screen, click Next

9. When presented with the **Re-image your computer** screen, click Finish

10. You will be told that all data is going to be restored and asked if you want to continue. Click Yes

11. Your C: drive will then be restored.   Expect this to take around 10 minutes

12. When prompted, click **Restart now**

13. Windows will restart and your computer will be reset to how it was when it was delivered to you.

5.2 XMA technical helpline details

Our technical helpline is open at the following times:
Monday – Sunday 8.00am – 10.00pm including Bank Holidays.
Closed Christmas Day.

Telephone: **0844 335 2234***
*National Rate phone number from landlines, charges from mobile phone vary therefore we recommend calling from a landline.

Please have the following information to hand prior to calling the technical team:
• **The make, model and serial number of your laptop (Please note: the serial number is located on base plate on the underside of your laptop),**
• **Your contact details in the event that we have to call back with further information.**

Please ensure you are sat in front of your laptop when telephoning. This will allow our technicians to answer your questions quickly.

If you have contacted the helpline team before they will have given you a **reference number**. If so, please have the reference number to hand.

Section 6: *Returns policy*

By law, customers in the European Union have the right to withdraw from the purchase of an item within seven working days of the day after the date the item is delivered, this is to allow you to inspect the goods for suitability. You must take care of the goods whilst they are in your possession and make them available for us to collect if you wish to return.

To cancel your purchase within the seven-working-day cooling-off period, please contact our customer service team on 0115 846 4656 and we will arrange a collection from you.

Please note that a charge will be applied to the return, to cover the costs of collection unless we delivered the item to you in error, or if the item is damaged or defective. This cost will be taken from your chosen debit/credit card, prior to the return being authorised.

Please note that we cannot accept returns if you deliver them to us by hand. All goods must be in their original packaging and in pristine condition complete with all accessories and manuals. Please use the returns number provided by our customer service team on the packaging of all items that need to be returned.

Please note that the cost of collection varies depending on the goods being returned, as a guide approximately £25.00 for a laptop/desktop.

As soon as we receive your returned item, we will refund the relevant part of the purchase price for that item to the payment method used to initially purchase the goods.

For more information on your right to withdraw from your purchase within the seven working days cooling-off period, visit the Department of Trade and Industry's website at: **http://www.dti.gov.uk/consumers/buying-selling/distance-selling/index.html**

Section 7: *Reinstatement Service*

As part of the package you have purchased, XMA provide a full reinstatement of service package should your laptop package be stolen.

Should any of the equipment provided be stolen, this service will give you replacement equipment, for one claim only, for a period of 12 months from the date of delivery of your Home Access package.

What is covered?

If Theft occurs, at XMA's sole discretion:

a) will use reasonable endeavours to replace the equipment with equipment of an identical specification but is not obliged to do so where this is not possible.

b) will only pay for carriage costs within the UK. You must pay for any additional carriage costs if the equipment needs to be delivered outside the UK.

Claims Notifications & Requirements

In order to make a claim, you or your personal representative, must:

a) Within 14 days of the occurrence of the theft, call XMA

b) submit a claim form to XMA, and

c) notify the police and obtain a police crime number. This will be required to process your reinstatement claim.

To report a claim please call 0115 846 4656 to initially register your claim with XMA.

Misrepresentation and Fraud

This re-instatement of service package shall be voidable in the event of:

a) Misrepresentation, mis-description, or non disclosure by you of any information relating to the claim you make.

b) Unless otherwise agreed by XMA in writing, this service shall be avoided in respect of any equipment which is altered after the commencement of this service in such a way that the risk or the occurrence of theft would be increased.

c) You must not act in a fraudulent manner. If you or anyone acting for you make a claim under the service knowing the claim to be false or fraudulently exaggerated in any respect, or make a statement in support of a claim knowing the statement to be false in any respect, or submit a document in support of a claim knowing the document to be forged or false in any respect, or make a claim in respect of any loss or damage caused by your wilful act or with your connivance then the XMA:

i) Will not replace your package
ii) Will not replace your package at any other point in the future, should theft actually occur
iii) May declare the service void
v) Will not make any refund
vi) May inform the police of the circumstances

Exclusions from XMA's Reinstatement of Service Policy

This service is designed to cover most eventualities of theft. However, as the owner of your Home Access package, You shall take all reasonable precautions to prevent the occurrence of theft.

1. Unattended Equipment

The occurrence of a theft whilst the equipment is left unattended:

a) in a vehicle, unless the equipment was:

i) in the locked boot of a saloon car; or
ii) concealed under the rear parcel shelf of a locked hatchback car; or
iii) concealed in the spare wheel or other closed compartment of a locked estate car;
and the vehicle was forcibly entered and proof of such forcible entry is provided on
making a claim; or

b) in the open air, in a public place or in any outbuilding.

2. Intentional acts

Theft occurring as a result of intentional act or wilful neglect by you; or

3. Use by others

Theft occurring whilst the equipment is in the custody of a third party. In this exclusion,
third party means anyone other than you or a member of your immediate family normally
resident at the address the package was delivered to.

4. Loss of Data

Any loss of or damage to information or data contained in or stored on the equipment
(whether arising as a result of the theft or otherwise).

5. Consequential loss

Any consequential loss or damage arising from the theft. Consequential loss shall
include, but not be limited to, any financial loss or the cost of business interruption
arising from the loss of use of the equipment, or the loss of information contained in or
stored on the equipment, any time and cost involved in reinstating such information and
any liability to any third party for delay or non performance of any contract with the third
party. Consequential loss shall also include loss of use of any item of equipment
(not itself subject to an insured event) due to its incompatibility with any item of
equipment repaired or replaced pursuant to this service.

6. Guarantees

Any amount that is recoverable upon the occurrence of theft at no expense to you under
any guarantee, warranty, maintenance, rental hire or lease agreement.

7. Replacement Value

All replacement packages will never exceed the value of the original grant with which you
purchased your package.

Section 8: *Glossary of terms*

We recommend these terms are read before setting up your laptop.

Mobile Broadband USB stick 150 or Mobile Broadband stick or Stick – refers to item
number **1** on **Fig. 1**. Used to enable connection to the internet.

Anti-virus/Threats/Firewall/Viruses – refers to software installed on your laptop that
checks for viruses on your computer and secures your work from other computer users.

Filtering/e-safety – refers to software installed on your laptop that enables the
Administrator to restrict what users see on the internet and when the internet can
be used.

Laptop/PC/Computer – refers to your laptop.

Recovery partition – a copy of your laptops operating system to restore all original
settings. Please use this with caution – recovering your machine will result in loss
of data.

CD – a compact disc; used to store information from your computer.

Word processing – software that enables you to create letters etc.

Spreadsheet – software that enables you to create tables, graphs etc.

Malware - short for malicious software is software designed to infiltrate or damage a
computer system without the owner's informed consent.

Adware – short for advertising-supported software is any software package which
automatically plays, displays, or downloads advertisements to a computer without the
owners informed consent.

BIOS – this refers to a BIOS password; a system bios password can be set to restrict
complete access to your computer. Please note that the removal of a forgotten password
will result in your laptop being returned to our workshop for servicing and a service
charge being applied.

Username – you create this to gain access. You need to remember this.

Password – this is your secret word or code to gain access. You need to remember this.